cardPresso Software – FREQUENTLY ASKED QUESTIONS

For more information, please read FAQ from www.cardpresso.com

Which Operating Systems are supported by cardPresso?

cardPresso supports Windows XP SP3, Windows Vista (32 and 64bit), Windows 7 (32 and 64bit), Windows 8 (32 and 64bit), Windows 10 (32/64 bits) and Mac OS X 10.5+. For now, there is no cardPresso version compliant with Linux operating system.

Is it possible to test cardPresso?

A demo version is downloadable on cardPresso website: www.cardpresso.com.

How can I run cardPresso licensed?

To run cardPresso licensed you need to buy a cardPresso License.

You can contact your regular printer supplier or you can e-mail us to sales@cardpresso.com.

How do I know how many licenses I need?

Typically one license is needed per PC where the application is running and in use for card printing.

If more than one license is required, check our Net License service (available in XXL edition) that allows up to 16 computers connected, in the same sub-net mask and same scope, using one license.

What kind of license protection is used by cardPresso?

cardPresso uses a proprietary licensing system. Each license is stored in the USB key (a dongle) delivered in the package. USB dongle has to be plugged when using cardPresso or it will run in demo mode.

Is it possible to use the same license/key on more than one PC?

Yes, it is possible to install and use cardPresso on several PC.

Note that USB dongle presence is mandatory to run cardPresso in license mode. By consequence, only the PC with USB dongle plugged in will run cardPresso in license mode.

Which edition is delivered with Evolis printers?

Printer	cardPresso Edition
Zenius	XXS Lite
Primacy	XXS
Securion	Link to demo version
Quantum	XXS
Tattoo RW	Link to demo version
Elypso	Link to demo version

XXS-Lite (only for Evolis): In a version exclusive to Evolis and cannot be sold separately of Zenius printers. Exactly the same as XXS, but internal database limited to 50 records.

Evolis Zenius, Primacy and Quantum card printers are delivered with cardPresso software, the ultimate tool for professional card design.

cardPresso is a user friendly card designer software that provides the best options and capabilities for the creation of all types of badges.

What are available versions of cardPresso ?

Available in 6 editions, cardPresso is the ideal product for any card issuance project, whatever your organization.

- [Zenius](#) printers are delivered with the **XXS Lite** edition
- [Primacy](#), [Primacy Lamination](#), [Avansia](#) and [Quantum](#) are delivered with the **XXS** edition

All cardPresso editions specifications are detailed in the [brochure](#).

XXS Lite	Start by XXS Lite with the basic features for card design and printing using predefined templates, signature acquisition, internal database up to 50 records, barcodes 1D, WIA/TWAIN and DirectShow acquisition as well as magnetic encoding.
XXS	XXS adds an internal database with unlimited records.
XS	XS adds QR codes, .XLS, .XLSX, .CSV and .TXT database connection, database view and link image to DB field.
XM	XM adds local MS access connection, photo on database, FaceCrop tool for face recognition and 2D barcodes.

How can I upgrade my edition of cardPresso?

The upgrade can be done in the card designer itself if connected to the Internet with an activation code. Contact your Evolis distributor to obtain an activation code (upgrade coupon).

Is there a network multi user license for cardPresso ?

cardPresso XXL edition licenses 16 users from a LAN network max at the same time.

The USB dongle has to be plugged on one of the LAN network computer, then 15 other computers can benefit from the license.

For more information about the feature, please check Net License Service (p. 10).

Can I import, edit or export images using cardPresso?

Import / edition :

cardPresso includes an integrated image manipulation tool that applies image manipulations such as crop, flip, rotation, color balance, contrast and brightness as well as monochrome conversions to an image. cardPresso can also automatically resize images to fit into a defined rectangular area and includes a FaceCrop tool for easy face detection and crop.

Image acquisition is also available. cardPresso will work with any Directshow, WIA or TWAIN compliant digital camera, webcam or scanner.

Export: with cardPresso, you can export images it as one of the available types: .bmp, .gif, .jpg, .mng, .pbm, .pgm, .png, .ppm, .tif, .xbm and .xpm.

What can I do with database (supported plateform, image fields, photo, records)

Databases supported: cardPresso supports all databases that are ODBC/OLE DB compliant. Easy connectivity is provided to popular databases including Microsoft Access, Excel, .CSV and .TXT. cardPresso has been verified to work with most common database engines including Microsoft SQL Server, Oracle, MySQL, Sybase and more.

	XXSLite	XXS	XS	XM	XL	XXL
XLS, XLSX, CSV & TXT connection	-	-	X	X	X	X
Internal database with photo connection	X	X	X	X	X	X
MS Access & SQLite	-	-	-	X	X	X
ODBC Connection	-	-	-	-	X	X

Database with two or more image fields connected: cardPresso supports multiple image fields.

Link a card to photos from a database: If you have the photos stored in an image field, on Properties | Source | Select From Database and then select the Image Field on Column.
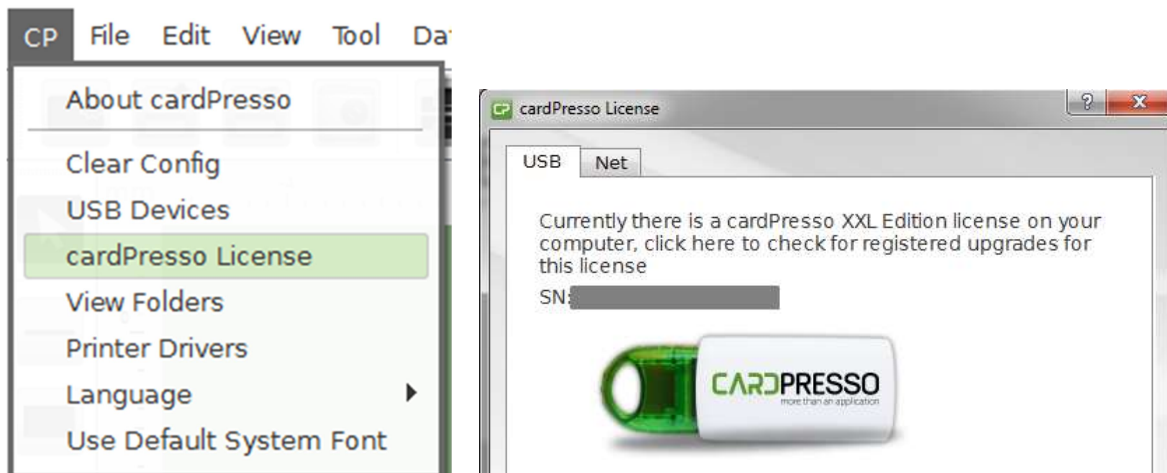

Edit database records: cardPresso allows editing for most database formats that support ODBC/OLE DB including Microsoft SQL Server, Access, Excel, FoxPro, dBase, Oracle, MySQL and more. New records can be easily added using the integrated editor and existing records may be modified.

Is there a programming guide available?

To develop your own application(s) and monitor all Evolis printers, a development kit is available for download, which provides you with all the tools, escape commands, DLL and code samples that you require. Please contact your Evolis reseller/distributor for more information on this.

How I can see if my USB Key license is detected?
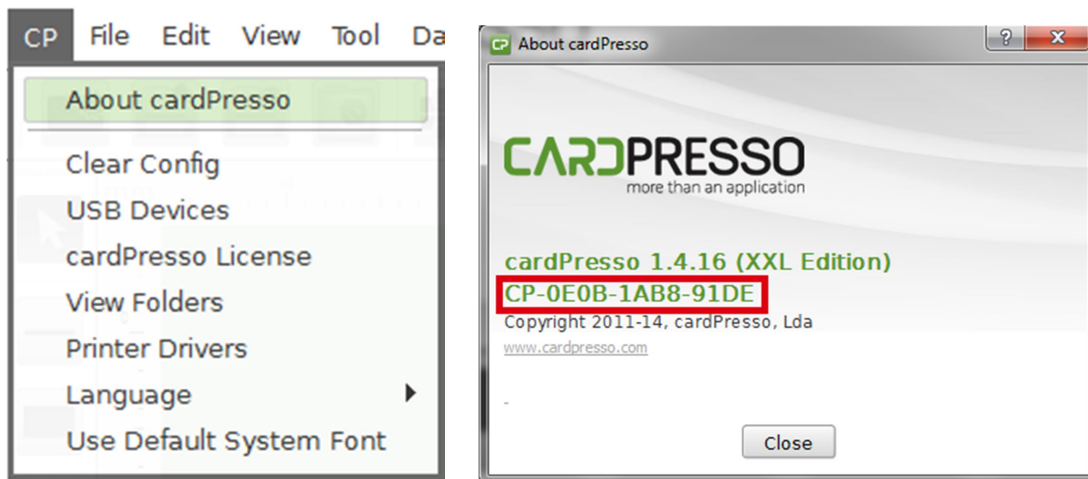
Go to cardPresso Menu > cardPresso License

License number should be displayed after SN value and no warning sign should be displayed in front of USB key picture.

My USB key is not recognized by the cardPresso card designer, what can I do?

First, close all instances of cardPresso and unplug the USB key. Plug it on a new USB port and check if your OS correctly detected the USB key. They run cardPresso software and check if the license is detected.

How can I check the serial number of my license?

Go to menu CP | About cardPresso. This window will appear on the screen, with all information about your license key.

Or simply check the back of the DVD box :

I'm not able to do a coupon upgrade

First check that the latest version of cardPresso (available here) is installed.

Then check and confirm the upgrade coupon characters (0-9 & A-F, no O's or /'s) rare correctly typed in without any space or error.
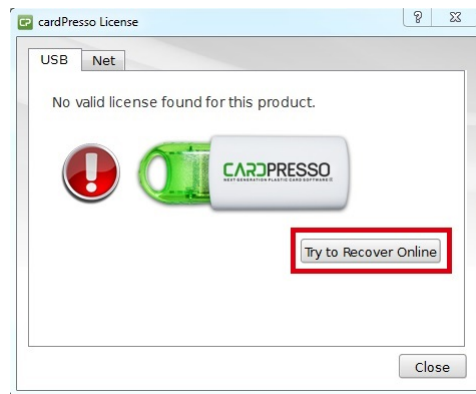
If an error occurs, as example – "Security server not responding" – confirm if firewall or proxy isn't blocking the connection.

If the error persists please e-mail us to support@cardpresso.com the coupon under pdf format.

cardPresso runs in demonstration mode / Doesn't recognize the license

Please update cardPresso version to the latest version available for your OS here.
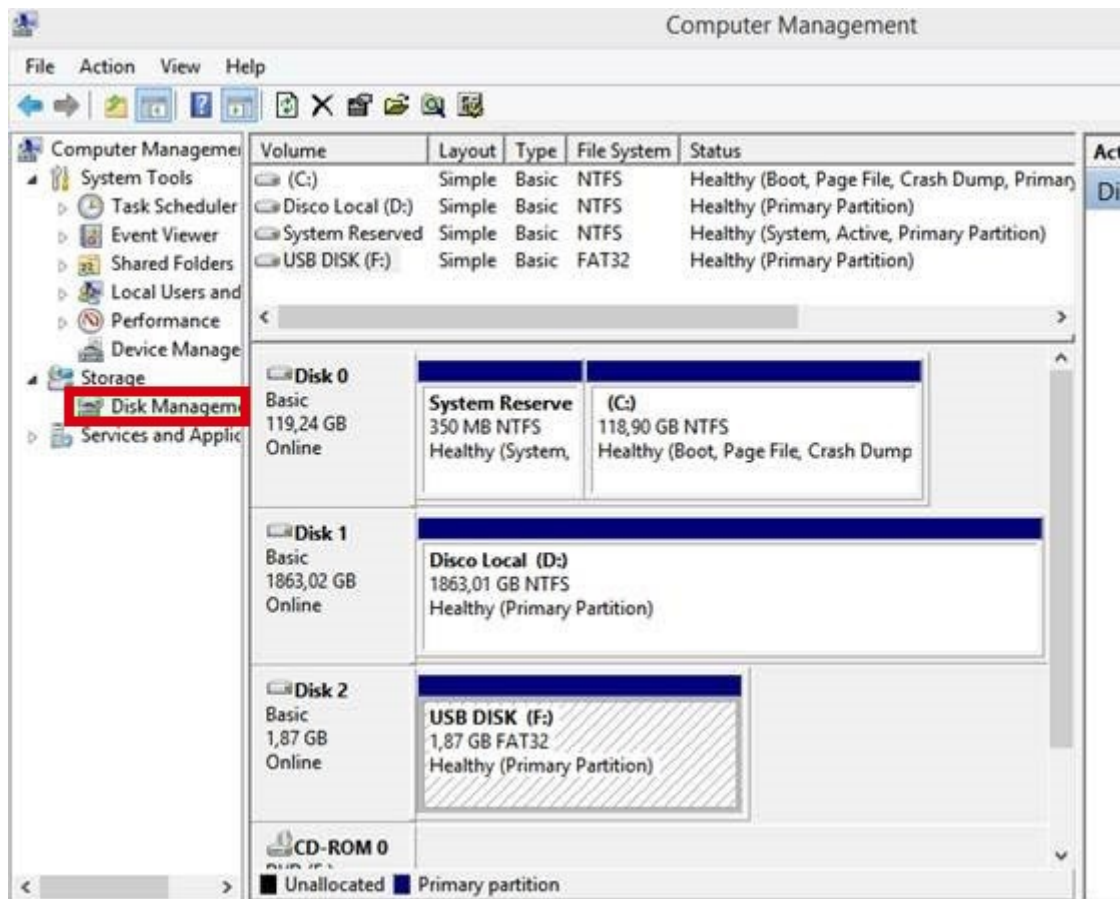
www.evolis.com

If license is still not recognized, please go to menu **CP » cardPresso License** and use the **Recover Online/Check for Upgrades** button:

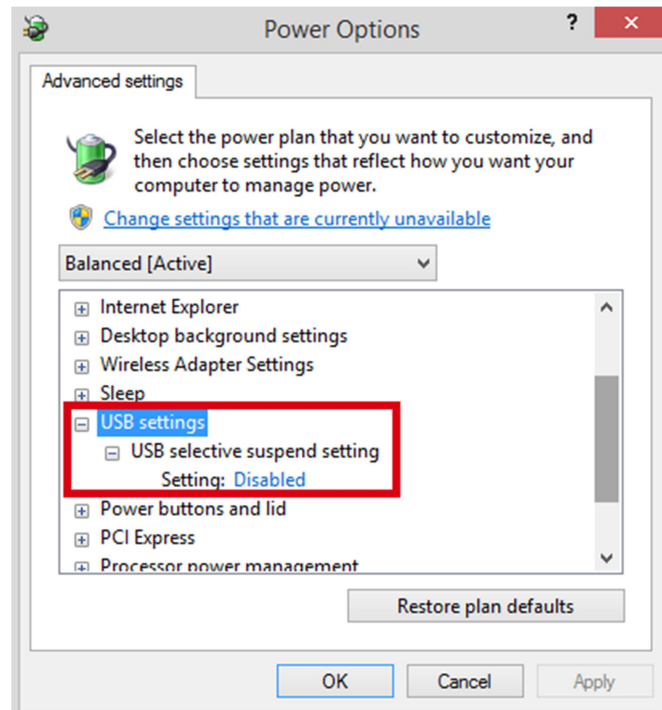

Close cardPresso and open it again.

If the issue persists e-mail us to support@cardpresso.com the following information:

1. Is the dongle connected in a USB 2.0 or 3.0 port? Please confirm if the recognition changes with the port type or when connected to an externally powered USB hub.

2. Is the dongle's green light on when you connect it to a USB port in your computer? Does it stay on?

3. Are you able to access the dongle through your operating system and see the folders inside it?

4. How is the device recognized under Windows Disk Management? Email us a print screen of that window (as in the example below).

cardPresso loses license after a while

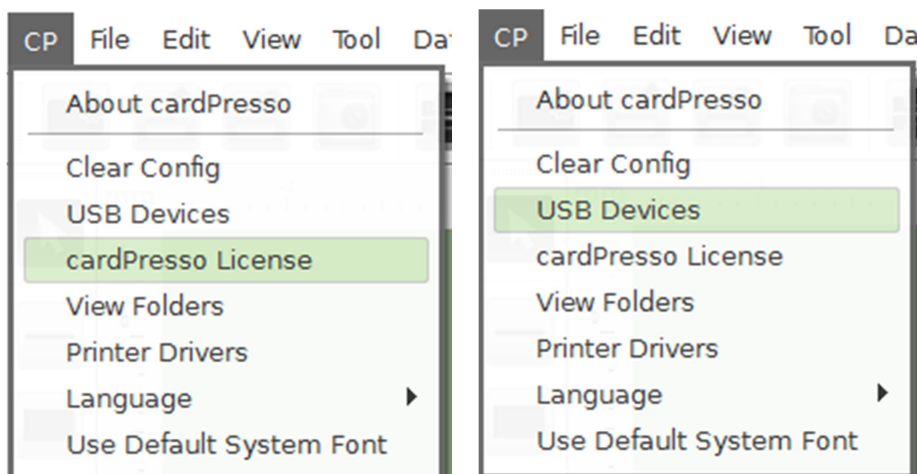Please check the device is not allowed to go to sleep according to your current **Power Options** settings.

If the issue persists please e-mail us - support@cardpresso.com - the following information:

1- Does the dongle's green light stays on?

2 -Do you have the same results when connecting the dongle to another USB port?
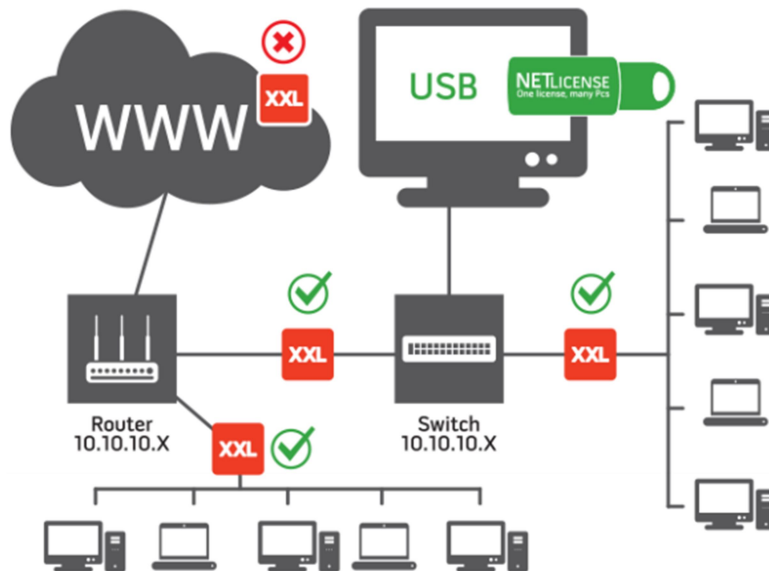
3 - Print screen of:

    CP » cardPresso License   and   **CP » USB Devices**

Net License Service

What is the Net License Service

This service allows you to connect more than one computer using a single dongle.

The Net License service allows 16 computers to run cardPresso XXL edition with a single USB pen.

The pen is connected to a computer designated as Server and the 15 other computers are designated as Clients, although from a Network Administration perspective all 16 computers are just regular clients.

All 16 computers have to be connected to the same Network Scope and Subnet mask, therefore, if the "License Server" is in address "192.168.1.134" the client computers have to belong to the "192.168.1.XXX" scope.

How to configure Net License Service on server computer

This technote will help you to configure the Net License Service on server computer.

https://www.cardpresso.com/images/faqs_technotes/pdf/07-ConfigureNetLicenseService-Server.pdf

How to configure Net License Service on clients computers

This technote will help you on how to configure the net license service in clients computers.

https://www.cardpresso.com/images/faqs_technotes/pdf/27-ConfigureNetLicense-Client.pdf

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